



COMDTINST 16742.1
MAR 24 1999

COMMANDANT INSTRUCTION 16742.1

Subj: CUSTOMER SERVICE STANDARDS FOR ISSUANCE OF MARINERS
CREDENTIALS

1. PURPOSE. This instruction establishes service standards for completing various actions that occur when a mariner inquires about or applies for issuance of a license, certificate of registry, or merchant mariner's document.
2. ACTION.
 - a. Area and district commanders, commanders of maintenance and logistics commands, commanding officers of headquarters units, assistant commandants for directorates, Chief Counsel, and special staff offices at headquarters, and commanding officers of marine safety units having a Regional Examination Center (REC) as a component shall take appropriate action to ensure that RECs have adequate resources and are efficiently operated to meet these service standards.
 - b. District commanders shall ensure that these service standards are reviewed by units within their districts.
 - c. Commanding Officers of units with RECs shall review these service standards and compare them against the times required for these transactions at their REC. RECs that are not meeting these service standards shall review their current operating procedures to determine if internal operating procedures may be revised, or other changes made, to allow processing in accordance with the service standards. Seasonal workload peaks, new marine operations, or other similar unexpected factors may temporarily affect the REC's performance. If this occurs, contact the National Maritime Center, Marine Personnel Division, and advise of the delays, current backlog, and expected duration. Such information will be used to monitor workloads, provide temporary assistance when

needed, and provide a basis for redistribution of workload resources, if appropriate. The NMC point of contact is Mr. Stewart Walker at 703-235-8451 or swalker@ballston.uscg.mil

3. DIRECTIVES AFFECTED. None.

4. DISCUSSION.

- a. Many comments are received from the marine industry about the performance of the Regional Examination Centers in processing requests for information or applications for issuance of mariner's credentials. These comments frequently deal with the length of time it takes an REC to issue a license or document and often compare the processing times of one REC against the times of another REC. This instruction sets forth the service standards for customer service for which an REC should strive. These service standards provide guidance to the public about the level of service that they should expect from the RECs.
- b. National service standards for the processing of transactions related to the issuance of mariner's credentials do not exist currently. Each REC developed individual measures that were governed by many factors, and each strove to provide the best possible service. Lacking national service standards, there is nothing against which the REC can measure the timeliness of its operations. In addition, the RECs' customers should be able to have an understanding of the time that will be required to respond to their requests. Timely processing of mariner's application and issuance of the appropriate credential is an essential element in providing effective and efficient service to mariners.
- c. After lengthy discussion at their annual conference, the Chiefs of the RECs proposed standards for the services they provide. Their recommendations along with input from other internal and external sources were given full consideration in the development of the final service standards contained in this instruction.
- d. These service standards do not justify incomplete processing of application or issuance of credentials without thoroughly reviewing a file and, if necessary and appropriate, investigating into the background, sea service or medical condition of the applicant. Adherence to the service standards is not desired when adherence compromises the quality of work.

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5. SERVICE STANDARDS. The mariner licensing and documentation customer service standards are set forth in the following table:

<i>Action</i>	<i>Service Standard</i>
A. Evaluation of application for issuance of original or for renewal of a credential, including preparation and mailing of letter notifying of approval or rejection.	Five working days
B. Delay period until an opening in examination room allows testing of applicant.	Depends on size of exam room and local demand for testing. Rooms to be used to maximum advantage.
C. Issue credential	Three working days
D. Mail info packages	One working day

Assistant Commandant
for Marine Safety and
Environmental Protection

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